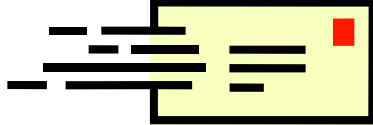


Spam
<ul style="list-style-type: none"> ◆ Junk mail ◆ Unsolicited bulk mailings ◆ NEVER respond to spam
University of Akron Response
<ul style="list-style-type: none"> ◆ Can't block all sites – also include legitimate mail ◆ Spam scanning system ◆ Determines if each message is spam <ul style="list-style-type: none"> ○ {SPAM!} = High probability ○ {SPAM?} = May be spam ○ Point system used to determine spam ◆ Set up filters to move {SPAM!} and {SPAM?} messages to separate folder <ul style="list-style-type: none"> ○ Review messages in folder periodically and clean up ◆ Information on setting up mail filters can be found online: http://www.uakron.edu/its/learning/training/facstaffmail.php
Other Methods to Reduce Spam
<ul style="list-style-type: none"> ◆ Contact your congressperson ◆ Be cautious when providing your email address <ul style="list-style-type: none"> ○ Offers to share your address to related businesses ○ No way to remove yourself from mailing lists ◆ Forward the message to the Internet Service Provider where the message originated <ul style="list-style-type: none"> ○ Abuse@domain_name ○ For example: abuse@uakron.edu, abuse@yahoo.com, abuse@aol.com

Hoaxes and Chain Letters
<ul style="list-style-type: none"> ◆ Messages are untrue ◆ Designed to trick you into sending to everyone you know ◆ Cost: <ul style="list-style-type: none"> ○ Time to Read ○ Stress placed on servers ◆ Spammers harvest email addresses from hoaxes and chain letters ◆ Use technical language ◆ Credibility by association (from the American Heart Association, FCC, etc.) ◆ No contact information – or invalid contact information ◆ Three components: <ul style="list-style-type: none"> ○ Hook – grabs your interest ○ Threat – imminent doom ○ Request – forward to everyone
Hoax and Chain Letter Prevention
<ul style="list-style-type: none"> ◆ Do NOT forward the message ◆ Sites to check validity: <ul style="list-style-type: none"> http://vil.nai.com/vil/hoaxes.aspx http://www.f-secure.com/virus-info/hoax http://www.snopes.com http://hoaxbusters.ciac.org
<p style="text-align: center;"><u>Important Information</u></p> <p>Software Training Email address: PSTrain@uakron.edu</p> <p>Software Training web site: http://www.uakron.edu/its/learning/training/index.php</p>

Software Training
January 2007

Email Basics



The University of Akron
January 2007

<p>Basic Guidelines and Etiquette</p> <ul style="list-style-type: none"> ◆ Keep your message length short and to the point ◆ Include a subject line ◆ Avoid using all capital letters in a message ◆ The tone of the message should be professional – use standard spelling, punctuation, and capitalization ◆ Read the message carefully before sending to ensure you haven't included language that might be misunderstood ◆ Remember - humor, sarcasm, and teasing are difficult to convey in a message. Emoticons can be used to help convey emotion or tone. ◆ Avoid excessive use of emoticons
<p>“Reply To” and “Reply to All”</p> <ul style="list-style-type: none"> ◆ Maintains a link to the original message ◆ Allows the sender and receiver to follow the thread of the conversation ◆ Everyone listed in the TO and CC fields will receive the “Reply to All” message
<p>Forwarding a Message</p> <ul style="list-style-type: none"> ◆ Forwarding is not the same as replying ◆ Forward is the mailing of a copy of the message to someone <i>other</i> than the sender of the original mail ◆ Be careful when forwarding private or sensitive email messages without the permission of the sender ◆ Keep in mind that it may be inappropriate to forward a portion of a message – the meaning may be misconstrued or misinterpreted without the full text of the message

<p>CC Field</p> <ul style="list-style-type: none"> ◆ Carbon copy ◆ Everyone listed in the TO and CC fields are visible ◆ Use CC for those individuals you are indirectly addressing ◆ Do not overuse the CC field ◆ “Reply to All” will go to everyone in the CC and TO fields
<p>BCC Field</p> <ul style="list-style-type: none"> ◆ Blind carbon copy ◆ Conceals the address from the recipients ◆ Use for mass mailings or when there is no need for others to see the list of recipients ◆ Individuals in the BCC field will NOT receive a “Reply to All” message
<p>Email Attachments</p> <ul style="list-style-type: none"> ◆ Never open an unexpected attachment – even from someone you know ◆ Alert the recipient to the attachment so they know it is safe to open
<p>Flaming</p> <ul style="list-style-type: none"> ◆ A verbal attack. ◆ Not an appropriate use of email ◆ Ignore flames ◆ Steps to avoid: <ul style="list-style-type: none"> ○ Carefully read messages before sending ○ Don't send messages in all uppercase ○ Don't send insulting email ○ Don't send mass-mailing advertisements

<p>Privacy of Email</p> <p><i>Email is not a secure form of communication!</i></p> <ul style="list-style-type: none"> ◆ Don't send secret or confidential information in an email. This includes: <ul style="list-style-type: none"> ○ Credit card information ○ Social security information ○ Passwords ◆ Email is more like a postcard than a sealed letter ◆ Think before you forward a message – Do you have the sender's permission? ◆ Email is subject to review with sufficient justification: <ul style="list-style-type: none"> ○ Court order ○ Evidence as part of an investigation ◆ Messages can be mistakenly addressed <ul style="list-style-type: none"> ○ Return such messages to the sender and delete
<p>When NOT to communicate via Email</p> <ul style="list-style-type: none"> ◆ Don't send email of a sensitive or confidential nature ◆ Don't use email to communicate complaints or dissatisfaction with someone ◆ Topics of a complex nature may best be dealt with face-to-face or via the phone
<div style="border: 2px solid black; padding: 10px; text-align: center;"> <p>If the message is something you would NOT want broadcast on the 6:00 news – don't put it in an email!</p> </div>